

EDGEWOOD'S QUEST FOR EXCELLENCE



WHERE WE FIT

- ✖ COSD—HHSA—BHS—SDCPH—EDGEMOOR
- ✖ We are part of a big, public organization which brings strengths and challenges (surveys, HR, compliance, Live Well)
- ✖ We are relatively autonomous – using our own resources to solve problems.



WHO WE SERVE

- + Unique role in community— safety net, not in competition with others
- + Unique resident population requiring ongoing innovation and adaptation
 - × Younger, more impaired, complex medical and psychiatric needs—we take those others will not admit



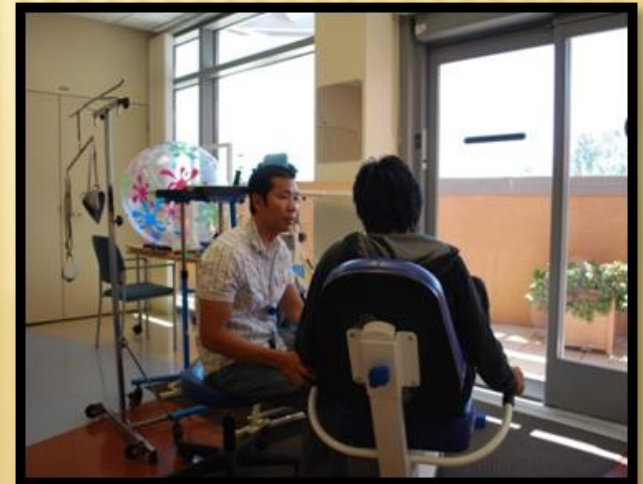
MEETING THE CHANGING HEALTHCARE NEEDS OF A DIVERSE COMMUNITY

- ✖ Mission
- ✖ Vision
- ✖ Values
- ✖ HEART
- ✖ WHAT



IT'S ABOUT OUR CULTURE

- ✖ Setting the tone
- ✖ Respecting others
- ✖ Trusting individuals and the team
- ✖ Doing the right thing every time
- ✖ Challenging current practices to seek and deliver excellence
- ✖ Producing results



IT'S ABOUT OUR PEOPLE

- ✖ Supporting one another
- ✖ Working in teams, as teams
- ✖ Going the extra mile
- ✖ Enjoying what they do here
- ✖ Developing confidence in their skillset
- ✖ Respecting the rights and dignity of everyone
- ✖ Exceeding needs, addressing wants
- ✖ Clear expectations
- ✖ Attitude



IT'S ABOUT OUR ENVIRONMENT

- ✘ State-of-the-art facility
- ✘ Private rooms, natural light
- ✘ Equipment and supplies are ever-present
- ✘ Showing pride in maintaining equipment
- ✘ Cleanliness sets stage for Edgemoor standards
- ✘ Indoor-outdoor spaces
- ✘ 24-hour security guards



STAFF ARE OUR GREATEST RESOURCE

- ✖ Low turnover - “seen it all” & "know them well"
- ✖ Consistent assignments makes them experts
- ✖ Focus on reducing non-patient care activities
- ✖ Investing in our staff: doing what we can to improve their skills and make their jobs meaningful
- ✖ 3 full-time physicians dedicated to our patients



IT'S ABOUT OUR CARE



- ✖ AHCA Quality Awards (Bronze 2010, Silver 2014)
- ✖ Progressively improved CDPH survey scores
- ✖ Perfect 20/20 5-Star rating for last 2 years
- ✖ AHCA NFP Program of the Year 2013
- ✖ 2016 Zero-deficiency survey
- ✖ Listed as *US News and World Report* Best Nursing Home 5 years in a row
- ✖ AHCA Quality Gold Award 2017



2010



2014



2017

